



## Position Description – Administration Team Lead

Position Title:	Administration Team Lead
Date:	September 2023
Reports to:	Group Finance Manager
Status	Permanent

### Vision

**Our core strategic themes are:**

- Whakarato – serve
- Tūhono – engage
- Hapū Ora – hapū development
- Tiaki – protect
- Whakatupu – grow

**Our promise:** We are who we say we are, and we do what we say we will do.

**Our organisational objective:** To translate our core values, Ngā Paiaka Matua, into meaningful and achievable practices and behaviours.

### Position Purpose

The Administration Team Lead is responsible for the performance of the Administration Team ensuring high quality administrative support services are provided to the Te Rūnanga o Ngā Wairiki – Ngāti Apa Group. The role will supervise the administration team workload, plans and ensure delivery is on time and of a quality standard while focussing on driving and fostering performance, excellence and continuous improvement. The Administration Team Lead will also contribute to the smooth operation of the Executive Leadership Team by providing high-level executive/board support. This role is part of a wider administration team that functions as a critical service provider to enable the Rūnanga Group to meet the needs of their customers, clients and stakeholders.

**Staff reporting to this role:**

- Office Administrators

**Internal Relationships:**

- Group Chief Executive Officer
- GM Operations
- Group Finance Manager
- Rūnanga Board Members
- NWNADL Directors
- Hauora Services Board
- Business Unit Managers
- Administration Team
- GM Commercial
- Group kaimahi

**External Relationships:**

- Key Stakeholders
- Suppliers
- Hapū Members
- Neighbouring Iwi



## Ngā Paiaka Matua; Our Values

<b>Manaakitanga</b> <i>Care and Respect</i>	Treating people with unconditional care and respect. This behaviour will define the culture of our Rūnanga, as a place of warmth and hospitality, where everyone feels equal, and everyone feels welcome. Mana enhancing behaviour is to be a theme in all that we do.
<b>Te Reo me ngā Tikanga</b> <i>Culture and Language</i>	Our Rūnanga will teach, learn, uphold and use our reo and our tikanga and will become a hub for the revitalisation of these taonga tuku iho.
<b>Kotahitanga</b> <i>Unity</i>	Working with others in many shapes and forms to achieve positive outcomes for everyone. This Rūnanga will value relationships and partnerships, and will continually put sustainable positive outcomes for whānau, hapū and community ahead of self interest in everything that we do.
<b>Wairuatanga</b> <i>Spirituality</i>	It is understood that our ancestors were deeply spiritual people. Our Rūnanga will uphold tikanga that accommodates karakia and practises from both the te ao tawhito (pre-European) and Christian foundations handed down by our tupuna. Additionally, our Rūnanga will be a place of spiritual and religious tolerance and freedom.
<b>Whanaungatanga</b> <i>Sense of family connection and belonging</i>	This Rūnanga is a place where our whānau, hapū and Iwi, local Māori, Pasifika and the community at large are drawn and they feel they belong.
<b>Kaitiakitanga</b> <i>Guardianship</i>	Caring for our environment is the challenge of our generation. Our Rūnanga will work with our hapū to protect and enhance the physical environment in which we live in everything we are associated with. This is vital work to ensure a sustainable future for our mokopuna and generations to come.
<b>Rangatiratanga</b> <i>Leadership</i>	Demonstrating leadership to uphold Ngā Paiaka Matua and represent our Ngā Wairikitanga and our Ngāti Apatanga, consistent with the values of our tupuna. Rūnanga leadership will be proud, committed, passionate and authentic in all that we do on behalf of our whānau, hapū and Iwi.
<b>Whakapapa</b> <i>Genealogy</i>	Revered lines of descent from ancestors such as Paerangi and Ruatea and many other famous ancestors are central to our identity and our unity as Ngā Wairiki and Ngāti Apa. This Rūnanga will work with our hapū to collect, record and share whakapapa as a hub where our people can reconnect.
<b>Ūkaipōtanga</b> <i>Love for our tupuna whenua and wai</i>	Ancestral lands, wetlands, lakes, rivers, streams and the ocean are central to Ngā Wairiki and Ngāti Apa identity. This Rūnanga will work in a way that puts our people back in contact with their whenua and wai in a manner that fosters real love for these places. This love for our tupuna whenua and wai is to be shared with the community to foster understanding and to promote our values and identity.



## Key Result Areas

### Key Performance Indicator 1 – Directing Administrative Support

Direct the administrative support to the Rūnanga Group ensuring their administration requirements are delivered on time and to a high standard.

What will I be doing?	How will I know I am doing it well?
Foster a professional relationship with key staff, particularly managers and leaders, to ensure their administrative requirements are planned for and effectively delivered on time.	<p>The Rūnanga Group have the administrative support that enables them to meet their deliverables on time and to the quality standard required.</p> <p>Anticipate and plan what and when administrative support is required and mobilising the administration team to meet those needs.</p>
Delegate administrative workload to Office Administrators ensuring the right mix of capability and capacity is used.	<p>The Rūnanga Group has the required administration support at the right time.</p> <p>The mobilisation of Administrators allows extra capacity at key pressure points in the year to be provided.</p>
Identify where efficiencies can be made, acting and looking for best fit solutions utilising expertise in the organisation.	<p>Administration processes, templates, systems are standardised across the administration team to ensure consistent practice.</p> <p>From understanding the needs of the customer and current practice, new and efficient ways of working add value to the administrative service delivery.</p>
Build and maintain a partnership with the Rūnanga Group and the Administration team.	<p>Attend Rūnanga Group meetings to understand and plan for future administration support.</p> <p>The Rūnanga Group applaud the quality administration support service they receive from the administration team.</p>

### Key Performance Indicator 2 – Supervision

Provide day to day support to the Administration team to ensure workloads are managed across the team and that consistent processes, tools and systems are utilised and process improvements realised.

What will I be doing?	How will I know I am doing it well?
Supervise the workload of the Administrators to ensure timelines and prioritises are managed.	Administrators can manage their workloads to allow for quality service delivery to the customer.



With the support of the Group Finance Manager, input into individual performance reviews of Administrators	Objective, measurable, information is provided to the Group Finance Manager for end of year reviews.  Escalate performance or development issues to the Group Finance Manager
Regularly meet with Administrators to ensure transparency of workloads, workload planning, and oversight of quality standards.	Weekly meetings occur, are productive and actions are followed up.
Help build a culture of high performance, professionalism and continuous improvement within the administration team that is aligned to Te Rūnanga o Ngā Wairiki – Ngāti Apa values.	Administration team are empowered and supported to achieve high level administration support.

### Key Performance Indicator 3 - Administrative Support

Provide quality general administrative support to the Rūnanga Group.

What will I be doing?	How will I know I am doing it well?
<p>Provide general administration support services to the Rūnanga Group including:</p> <ul style="list-style-type: none"> <li>• Provide secretarial support as required including minute taking and writing accurate records of meetings.</li> <li>• Draft internal and external correspondence using templates where they exist.</li> <li>• Schedule meetings, invite attendees, book venues, arrange catering and provide administrative support to meetings as required.</li> <li>• Prepare agendas and papers for circulation</li> <li>• Assist with booking conference attendance, and coordinate travel and accommodation.</li> <li>• Develop and maintain office systems, including email and other electronic monitoring and filing.</li> <li>• Provide reception administration support as required including welcoming guests, answering and screening phone calls and responding to queries.</li> <li>• Undertake other administrative duties as requested.</li> </ul>	<p>Activities are completed within agreed timeframes, accurate and meet the requirements of the customer and Rūnanga group.</p> <p>Travel and accommodation bookings are timely, accurate and good value for money.</p> <p>All meeting minutes and papers are prepared accurately and dispatched on time.</p> <p>Uses technology to provide efficient and effective administrative services.</p> <p>Document filing systems are well maintained and logically ordered.</p> <p>Relevant policies and procedures are adhered to and applied.</p> <p>Reception operates smoothly with visitors and clients are directed and supported in a professional and timely manner.</p> <p>Internal and external phone calls are effectively answered, screened and/or forwarded promptly.</p>



<p>Provide support to the Executive Leadership Team and the boards including attending meetings, agendas, minutes and coordinating follow up actions.</p> <p>Coordinate meetings with clients and external stakeholders.</p> <p>Coordinate and plan all aspects of meetings including the preparation of agendas and meeting packs, coordination of digital technologies, room or venue bookings, catering, and managing scheduling conflicts.</p> <p>Identify and execute opportunities for improvement and automation of systems and processes.</p> <p>Manage and undertake the implementation of new processes as required.</p>	<p>The Executive Leadership Team, Governance members and external stakeholders have the administrative support that enables them to meet their deliverables on time and to the quality standard required.</p> <p>All agendas, meeting minutes and papers are prepared accurately and dispatched on time.</p> <p>Meetings are well planned and run smoothly to ensure meeting attendees meet their deliverables and feel supported.</p> <p>Seeks to continually improve the quality and efficiency of services provided.</p>
<p>Provide efficient coordination and administration support across the HR Function, assisting the CEO and Managers across their areas as required.</p> <p>Maintain an up-to-date knowledge of employment and other relevant legislation.</p> <p>Provide administration assistance on highly sensitive matters.</p>	<p>HR database, documentation and employee records are kept updated, relevant and are stored correctly.</p> <p>All processes undertaken are compliant with the Employment Relations Act, Human Rights Act and other relevant legislation.</p> <p>Discretion, tact and diplomacy are applied when dealing with confidential issues.</p>
<p>Manage and be responsible for the Health and Safety System (Safe 365)</p> <p>Conduct and record Health and Safety meetings.</p> <p>Oversee and coordinate vehicle inspections and ensure WOF, RUC and Rego compliance is current.</p>	<p>Health and Safety System (Safe 365) is kept up to date and managed efficiently.</p> <p>All meeting minutes and papers are prepared accurately and dispatched on time.</p> <p>People feel safe at work and Health and Safety is seen as a priority.</p>
<p>Oversee the Iwi register, including registrations, validation procedures, data storage and access and updating of information.</p> <p>Manage the Iwi registration software system and compile reports as required.</p>	<p>The Iwi register is managed efficiently and accurately and relevant policies and procedures are adhered to and applied.</p> <p>The Iwi registration software system is up to date and material required for reports is provided as requested.</p>



Assist the Rūnanga Group with annual or one-off events to ensure successful delivery.	Events are successful due in part to the role of seamless administration support. Event support is delivered on time and to the required quality standard.
Assist and coordinate material for internal and external reporting requirements.	Material required for internal and external reporting is completed within agreed timelines and accurate.
Develop, implement and maintain databases and office systems that support the administration for that Business Unit. This is done in conjunction with the wider Administration team to ensure consistent practice.	Seeks to continually improve the quality and efficiency of services provided.
Liaise with other functional areas for example to ensure efficient resolution of issues.	Positive relationships are built within the organisation to assist with efficient and effective communication.

#### Key Performance Indicator 4 – Customer/Client Support

Deliver a high-quality administrative support service that meets the needs of customers/clients.

What will I be doing?	How will I know I am doing it well?
Be available and provide high-quality support to customers and clients who may have queries or inquiries.	Customers and clients have accurate, timely and quality information and advice that resolves their query.  Administrators triage queries to the appropriate Business Unit or service in a timely manner with appropriate follow up.
Liaise with Iwi, Hapū and Whānau as required.	Iwi, Hapū and Whānau receive exceptional support and customer service in a timely manner.
Correspond with customers and clients as requested by Business Unit groups.	Correspondence with customers and clients is clear, consistent, accurate, timely, and uses already established templates and methods of communication.

#### Key Performance Indicator 5 - Administrative support of functional areas

Provide administrative support on behalf of functional areas such as Te Kōtuku, Hauora and Executive.

What will I be doing?	How will I know I am doing it well?
Utilise all relevant databases, ensure full range of functionality is understood and used in accordance with appropriate policies and procedures.  Attend applicable IT training on new systems or updates to ensure knowledge is current.	All applicable software programmes are utilised to ensure consistent practice and entering of information.  Proactively supports the updates and introduction of software programmes and



	positively champions these programmes with the Group. Attends applicable IT training.
Assist with the onboarding of new employees by completing the applicable administration activities.	Ensure onboarding activities are completed on time and in accordance with process and lead at times from other service providers.
Ensure ongoing compliance with delivery of administration that are carried out on behalf of another functional area.  Administration assistance and support for other functional areas of the Rūnanga Group as and when required.	Compliance and work standards are being met with feedback from the functional area.  Administration assistance and support is provided.

### Key Performance Indicator 6 - Quality and Process Improvement

Enabling quality assurance and continuous improvement by looking for efficiencies to best support administrative requirements.

What will I be doing?	How will I know I am doing it well?
Look for opportunities for process and system improvement and facilitate solutions throughout the Rūnanga Group.	Processes improvement has been realised with improved service to customers, the Rūnanga Group.  Active participation in the wider organisation/ team to share process and system improvements.
Participate in the development and maintenance of standards for administrative support across the Rūnanga Group.	Seeks to continually improve the quality and efficiency of services provided by actively participating in discussions and project teams.

### Key Performance Indicator 7 - Team Participation

Participate and be an effective team member in the wider Corporate Services team.

What will I be doing?	How will I know I am doing it well?
Attend and actively participate in the relevant Corporate Services meetings.	Attends and participates in team meetings.
Participate in team discussions, provide input into matters related to the administrative support service.	Participation is proactive and enthusiastic as a team member.
Participate in relevant training, coaching or mentoring.	Actively identify areas for development and seek out appropriate training to meet that need.
Participate in Rūnanga Group kaupapa including attending hui, karakia, whakawhanaungatanga, waiata sessions etc.	Participation is enthusiastic and supportive.
Uphold the principles of Whānau Ora	Actively acknowledge the unique skills and abilities all kaimahi bring while working across teams and functions.



Participate in the development and delivery of and individual performance review.	Actively participates in the development of an individual performance review.
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### Key Performance Indicator 8 - Health and Safety

Undertake the personal health and safety duties, as an employee of Te Rūnanga o Ngā Wairiki – Ngāti Apa.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or doesn't do results in others being put in danger or risk or harmed.
Comply and endorse all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Manager and enter into the electronic health and safety management system (Safe 365).	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to your Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into Safe 365, Health & Safety Management system and ensure that your Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.





### Key Performance Indicator 9 – Security and Regulatory

To proactively support and participate in activities related to the security and regulatory compliance of the Rūnanga Group, by actively supporting all security and regulatory policies and procedures, specifically in relation to site access, lockdowns and fire/building warden functions.

What will I be doing?	How will I know I am doing it well?
<p>Actively adhere to access and security procedures by proactively being aware of who is around you when entering any restricted space Owned or managed by the Rūnanga Group.</p> <p>Proactively participate in Lockdown situations, by staying calm and following instructions.</p>	<p>No unauthorised personnel are accessing restricted areas.</p> <p>You are consciously aware of the environment that enables you to be identify when something is amiss or untoward.</p> <p>Reporting when security access issues occur. Take personal responsibility to ensure behaviour is professional and calm and all instructions are followed, in a lockdown situation.</p> <p>All policies and procedures are adhered to, at all times.</p>
<p>Actively support the function of Fire and Building wardens in specific area of work.</p>	<p>Evacuate the space and take personal responsibility for yourself.</p> <p>Follow the instructions of your Fire warden. Act as the deputy Fire Warden, as and when necessary.</p> <p>Participate in approved training, as and when required.</p> <p>Where applicable, clients, customers and visitors are actively supported in safely leaving the space and meeting in the designated Assembly area.</p>

### Professional Behaviours - how we behave at work

#### Communication and Leadership:

- Proven ability to manage and coordinate a professional, high quality delivery from a team
- Ability to champion, promote change with an emphasis on continuous improvement
- Exceptional interpersonal and communication skills – able to communicate clearly and concisely across multiple channels, adapt communication style to the needs of the audience and understand and convey information between people.
- Outstanding English and competent Te Reo Māori including written work, with appropriate professionalism, grammar and accuracy supported by phenomenal proof-reading abilities
- Empathy with the role of Rūnanga to provide multiple bottom line benefits for the Iwi that it represents
- Portrays a natural and open manner and a level of self-confidence which helps generate trust and good working relationships



### **Personal Accountability & Integrity**

- Is known as reliable and demonstrates a conscientious approach to work
- Ability to maintain a confidential and professional manner at all times
- Is highly organised
- Time management through the ability to prioritise and carry a high and varied workload
- Clearly demonstrates integrity in difficult situations, proactively shares information and viewpoint and encourages this in others. Does the right thing.
- Has a flexible approach to work demands and is prepared to take on tasks within own area of expertise for the good of the Team
- Is engaged and enthusiastic regarding role and responsibilities
- Is naturally mindful of potential conflicts of interest and is respectful of the need to manage conflicts to protect the interests of the Group

### **Problem Solving**

- Ability to look at the big picture to plan and work through a process to reach the required end result
- Demonstrates solid decision making, always using good logic and rationale

## **Experience and Skills**

- Demonstrable leadership and team management skills
- Proven experience in supervising and directing the day to day activities of a team
- Proven experience in a senior administrative or office management role
- Exceptional interpersonal and communication skills
- Ability to employ discretion, tact and diplomacy when dealing with confidential issues
- Demonstrated experience in Microsoft 365 office projects including Word PowerPoint, Planner, Teams, SharePoint and learning databases with the ability to generate reports
- Ability to plan and manage multiple priorities and keep a 'calm' approach in challenging situations
- Strong knowledge of the Employment Relations Act 2000 and Health and Safety at Work Act 2015
- Phenomenal quality and accuracy of work
- Tenacity to achieve results and high standards & commitment to excellence
- Analytical and continuous improvement approach to workload